



The everyday money card that starts with your tax refund

Program Supporter Q&A

Q: What is the MyAccountCard program?

A: MyAccountCard Visa® Prepaid Debit Card, issued by Bonneville Bank, is a new card being piloted by the U.S. Department of the Treasury to improve tax administration, and to give low or moderate income individuals an opportunity to receive their federal tax refund faster and take advantage of a safe, low-cost card they can use every day in place of checks and cash. MyAccountCard holds the potential to streamline the tax administration process and provides money-saving conveniences and consumer protection features for taxpayers who lack access to traditional banking services.

Q: Who are the parties involved in the pilot card program?

A: MyAccountCard is issued by the Treasury Department's financial agent, Bonneville Bank, pursuant to a license from Visa® U.S.A. Inc. Green Dot Corporation, a provider of prepaid debit cards, is the bank's program manager.

In addition, Treasury is working with ADP Inc., a provider of payroll cards, on a companion pilot to encourage tens of thousands of American workers to choose direct deposit for their 2010 federal tax refund into a payroll card, instead of receiving a paper check refund in the mail. Treasury is helping ADP highlight the safety, ease and convenience of direct deposit through tax season communications such as payroll "statement stuffers."

Q: How many people will be invited to participate in the pilot?

A: Treasury plans to extend a MyAccountCard offer to approximately 600,000 Americans who are unlikely to be able to receive their tax refunds via direct deposit. For the companion ADP pilot, Treasury plans to communicate with tens of thousands of current or potential payroll card users.

Q: Will all participants receive the same offer?

A: The MyAccountCard pilot will include four different offers. Treasury will test different monthly card fees and savings account features to better evaluate the benefits and feasibility of offering a card as an integrated part of the tax filing and refund process. Treasury negotiated low fees for Americans who choose to use MyAccountCard and is committed to disclosing the fees in the most transparent manner possible. Detailed information about fees is provided to everyone who receives a MyAccountCard offer.

For the ADP pilot program, current and potential payroll card users will all receive one communication from Treasury.

Q: What are the different offers being tested?

A: Treasury will test four different offers for MyAccountCard:

1. Card with no monthly fee and no linked savings account
2. Card with no monthly fee and a linked savings account
3. Card with a \$4.95 monthly fee and no linked savings account
4. Card with a \$4.95 monthly fee and a linked savings account



Q: How soon will tax refunds be available?

A: By choosing to have their federal tax refund electronically deposited onto MyAccountCard, pilot participants can expect to get their refund money faster than a paper refund check in the mail.

Q: How do people sign up?

A: MyAccountCard is only available to those who receive an offer letter from Treasury in the mail. Those who receive the mailing will be given information about the card's fees, services and safety features, including how they can use the card to receive their tax refund, get cash, deposit money, pay bills, etc. Individuals who choose to sign up for the card – either online or by phone – will be asked to provide their offer number (which is on their offer letter), name, address, valid Social Security number, date of birth, phone number and e-mail (for online activations). The card does not require a credit check, and no prior bank account is needed.

Q: How will people who are used to using cash keep track of their money with MyAccountCard?

A: Cardholders can obtain balance information in a number of ways for no fee. They may call the Green Dot Customer Service Department, 24 hours a day, 7 days a week, at 1-866-795-7971 (toll-free). Account information can also be securely viewed at www.USGreenDot.com at no cost. In addition, cardholders may request free optional balance alerts by phone or mobile text (standard text messaging rates may apply from wireless carriers), or through participating ATMs (out-of-network ATM fees of up to \$.50 may apply). Finally, cardholders may request a monthly paper statement at no charge.

Q: What do tax preparers need to know about MyAccountCard?

A: If you provide tax preparation services, you may get questions from people who have received a MyAccountCard offer. You can help by assuring them that this is a legitimate offer from the Treasury. You can also help by reiterating the benefits of direct deposit over paper check refunds. Checks can be lost or stolen, but, when they choose direct deposit, their tax refund is securely deposited to their card and funds are available immediately. Plus, there's no costly check cashing fees.

Those who sign up for MyAccountCard will need to provide information to Green Dot that will be used to validate their identity. Once validated, a card account is created and the cardholder is given direct deposit and card information with instructions on how to receive their federal tax refund on the card. Specific information provided will include the bank name, ABA/routing number and direct deposit number (which is entered in as their account number on the 2010 tax form).

If you are preparing a MyAccountCard cardholder's tax return, you will need to fill in the routing number and direct deposit (account) number on the corresponding "refund" lines on the tax form and select "checking" under account type. Cardholders can expect to receive their federal tax refund faster than a paper refund check in the mail.

Q: How soon will the card arrive after sign up?

A: The card will arrive in the mail 7 to 10 days after an individual completes registration. However, those who sign up don't need to wait for the card to arrive to begin using it. Once their identity has been verified, they will receive direct deposit and card information with instructions on how to receive their tax refund on the card. They will also receive a temporary card number, which can be used to log into their MyAccountCard account, load the card through bank transfer, check their balance, shop or pay bills online, etc.

Q: What are the benefits of the card?

A: More than a refund card, MyAccountCard can be used every day to get cash, shop online or by phone, deposit money, pay bills online, keep track of spending and savings, and more. Built-in consumer protections, numerous free or low-fee services, and the safety and convenience of carrying a card make MyAccountCard an ideal substitute for cash and checks.

Q: Are there any fees associated with MyAccountCard?

A: MyAccountCard has many free or low-cost features, such as:

Service	Fee
Monthly Fee	\$0-\$4.95 depending on the offer
Savings Account	Free when provided in the offer. No minimum balance and 0.25% annual percentage yield (Variable rate, subject to change)
Card acquisition fee	Free
Unlimited ATM cash withdrawals at 15,000 participating locations nationwide	Free
Purchases at U.S. merchant locations	Free
Purchases online or over the phone	Free
Cash back with purchases	Free
Online bill pay	Free
Balance inquiries online, by phone, by text and at in-network ATMs (standard text messaging rates may apply from your wireless carrier)	Free
Add money with direct deposit	Free
Lost/stolen card replacement	\$4.95
Second card	\$4.95
Out-of-network ATM cash withdrawals	\$2.50 plus any fee the ATM owner may charge
Teller cash withdrawals	\$2.50
Balance inquiries at out-of-network ATMs	\$0.50
Add money in-person at participating retail locations	Up to \$4.95
Card use outside of the 50 United States	3% of transaction amount

Certain services may require fees. Treasury is committed to disclosing all fees associated with MyAccountCard in clear, easy to understand language. A fee schedule will be included in the offer mailing as well as in the cardholder agreement for those who sign up.

Q: Is MyAccountCard safe?

A: MyAccountCard is safe and secure:

- Each user will have a Personal Identification Number (PIN) to use at ATMs and retail locations.
- If a card is lost or stolen, funds on the card are secure when promptly reported (exceptions apply). The card will be replaced for a \$4.95 fee and the lost or stolen card will be cancelled.
- Under the Visa® Zero Liability policy, cardholders won't be held responsible for fraudulent charges made with their card or account information, when promptly reported (exceptions apply).*
- Bank issued; FDIC insurance applies (Bonneville Bank, Member FDIC).

Q: If someone already has a Direct Express Card, can they have their tax refund deposited on it?

A: No. The Direct Express Card accepts only federal benefit payments, such as Social Security, Supplemental Security Income (SSI), VA and other types of federal benefits. A Direct Express cardholder will need to sign up for MyAccountCard separately if they would like to receive their federal tax refund or other non-government income on MyAccountCard.

Q: Can a MyAccountCard cardholder receive their state tax refund on the card too?

A: Yes. A MyAccountCard cardholder can enter their MyAccountCard ABA/routing number and direct deposit number on their state tax forms to receive their state tax refund electronically as well.

** Visa® Zero Liability policy covers U.S.-issued cards only and does not apply to ATM transactions, PIN transactions not processed by Visa®, or certain commercial card transactions. Cardholder must notify issuer promptly of any unauthorized use. Consult issuer for additional details or visit www.visa.com/security.*